

## New England small business community mourns the passing of SBA Regional Administrator Jeffrey H. Butland

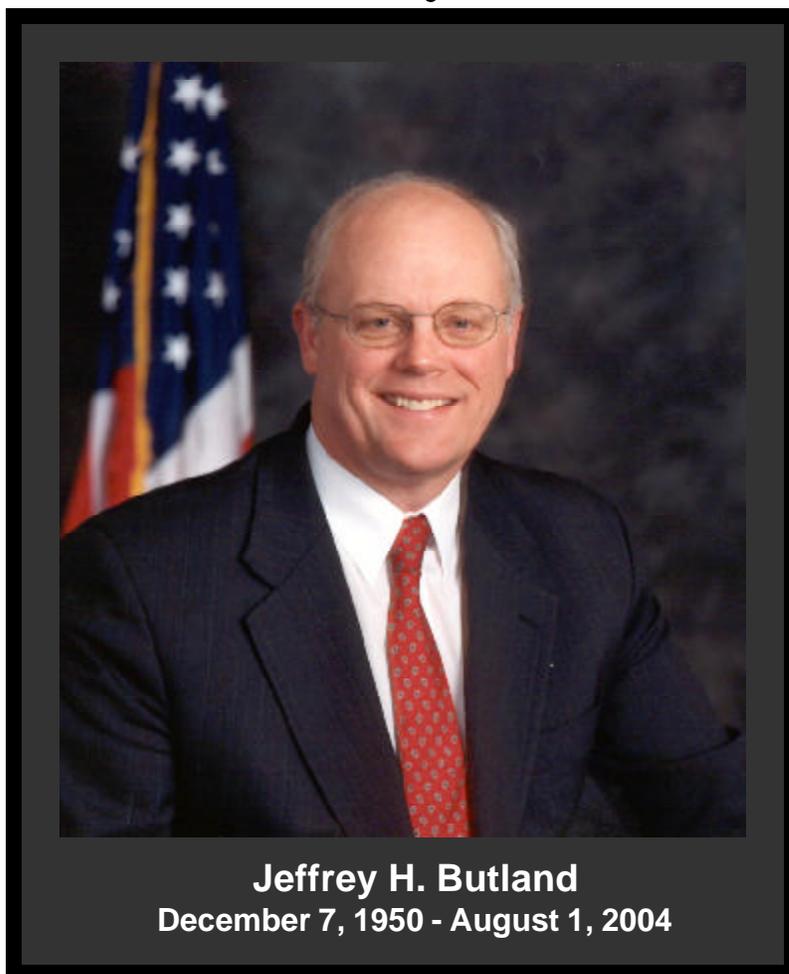
Jeffrey H. Butland, New England regional administrator of the U.S. Small Business Administration, died August 1 of an apparent heart attack at his home in Cumberland, Maine. He was 53.

Butland served as regional administrator since January 2002. In that capacity he managed the SBA district offices in the six New England states.

"The entire SBA family is grieving over the tragic loss of Jeff Butland," said SBA Administrator Hector V. Barreto. "His legislative and business experience was vast, and the enthusiasm with which he tackled small business issues was infectious. Jeff was an invaluable resource for the SBA and a dedicated advocate for small businesses across New England. His dedication to New England and to the American ideal of entrepreneurship was unmatched," said Barreto.

Butland was elected to the Maine House of Representatives in 1988. He served in the House for four years and in the Maine Senate for six more years. He was president of the Maine Senate from 1994 to 1996.

"The SBA family is deeply saddened by Jeff's passing," said Mark S. Hayward, Rhode Island District Director, and Acting Director of the Massachusetts District Office. "Jeff was a true friend who spent a lot of time in Rhode Island meeting with elected officials, business leaders and visiting small businesses across the state.



He was genuinely concerned about the needs of small business and worked hard to make certain they had the resources to succeed. He will be greatly missed," said Hayward.

Before joining SBA, Butland worked in various capacities for 17 years at L.L. Bean in Freeport, Maine.

Butland earned a Bachelor's Degree in Political Science from

Bates College in Lewiston, Maine. He also had 21 years of active and reserve service in the U.S. Marine Corps, retiring with the rank of Major in 1994.

Jeffrey Butland is survived by his wife Nancy and their four children, Jennifer 19, Meghan, 17, Jeffrey, 15 and Hannah, 6.

Funeral services were held in Yarmouth, Maine on August 6.

## Rhode Island Remembers Regional Administrator Jeffrey H. Butland



Jeff poses with Governor Donald Carcieri. He made it a point to visit each of Rhode Island's general officers shortly after they were sworn into office in January 2003.

**“Jeff was a warm and caring man who valued his family and had a strong passion and sense of commitment for the small business community.”**

Lauren Slocum  
President and CEO  
Central R.I. Chamber of Commerce

**“As a friend to the small business community, Jeff Butland displayed his dedication not only by word, but also by action. He demonstrated his advocacy by his frequent presence in Rhode Island.”**

Robert D. Hamlin  
State Director  
R.I. Small Business  
Development Center



Jeff visited the makeshift memorials at the site of **The Station** nightclub fire in West Warwick. Jeff was on the scene the following day to assure local business owners and survivors that the SBA was ready to provide assistance.



Jeff joined SBA Associate Administrator Cheryl Mills to promote the 2003 Rhode Island MED Week celebration on The Arlene Violet Program on WHJJ Radio.

**“Jeff was always on an even keel and always had a positive attitude. He had a genuine concern for the interests of the small business community not only here in Rhode Island but across New England.”**

Gary Heidel  
Vice President  
Government Programs  
Citizens Bank

**“I had the opportunity to know Jeff Butland when we both served in leadership positions in our state senates. As Lieutenant Governor, I worked with him to promote small business issues in Rhode Island. The region has lost an able public servant and I have lost a good friend.”**

Charles J. Fogarty  
*Lieutenant Governor  
State of Rhode Island*



Lieutenant Governor Charles Fogarty proclaims Jeff Butland an honorary citizen of Rhode Island during the 2004 Salute to Small Business awards reception in May.



Jeff regularly attended the PowerUp! business planning class graduation ceremonies at the center for Women & Enterprise in Providence. He joined District Director Mark S. Hayward to provide words of encouragement to the graduates.

**“Jeff’s knowledge of small business resources was invaluable to the aspiring and emerging women business owners who participated in our programs. No matter the obstacles he faced, Jeff maintained a sense of humor, and positive perspective at all times. We are truly saddened by his loss.”**

Carol Malysz  
*Director  
Center for Women & Enterprise  
Providence*

**“Jeff Butland’s sincere desire to promote small business was obvious to all; the enthusiasm for his work was contagious. We were invigorated by his efforts. His leadership will be sorely missed.”**

John McLaughlin  
*Chair  
Joseph G.E. Knight  
SCORE Chapter 13, Providence*



Jeff welcomed every opportunity to visit small businesses in Rhode Island. Here he is joined District Director Mark S. Hayward and owners David and Emily Levesque at the Brewed Awakenings Coffee House in downtown Providence.

**The following is the text of the eulogy delivered by Rhode Island District Director Mark S. Hayward during services for Jeff Butland**

Committed, dedicated, focused, effective, a unifier, kind, intelligent, respectful, determined, consistent, humorous, and irreplaceable. These are just a few of the words that have been used over the past four days to describe Jeff Butland. Today as we gather to celebrate his life, all of these words ring true.

We also gather to mourn the loss of a loving husband and father; the loss of a brother; a colleague; a neighbor. We mourn the loss of a son of Maine. And I, along with many of you, mourn the loss of a friend.

I have been blessed. For the past 31 months I have had the privilege to work with one of the most unique and genuine human beings that I have ever met. Instantly, upon talking to and meeting Jeff, we hit it off. My colleague, the district director in Seattle, Washington, summed it up perfectly. She wrote me yesterday saying, 'Jeff was one of those special people that touches you in an instant. I met him only once, but I felt like I had known him all of my life.' This was Jeff. He was the real thing.

Jeff's desire to help people was unparalleled. He would not think twice about driving from one end of New England to the other just to meet a small business owner and discuss how he and the SBA could be of assistance.

For those who think that the many hours he spent in his green Volkswagen was down time for Jeff, you are mistaken. That was the time that he would conduct conference calls and get caught up on things with Joan Moran or Mike Pappas and, of course, my fellow district directors around New England.

His calls were unique. He always called my cell phone. And if I didn't have my glasses on I wouldn't have a clue who was calling. But typical of Jeff, I would say hello and be greeted with, 'You're not going to believe what these people have done now.'

About a year ago I said STOP, can't you start by saying hi this is Jeff, how are you doing and then start your story? He paused for a moment then said NO and continued on with his story.

I was always one of Jeff's nightly road calls as he travelled back to Maine. I truly enjoyed the hours of discussion. He would always have something funny or an interesting tidbit. If it wasn't about SBA business, then of course, it was about sports: football, hockey, or basketball. But his love was baseball.

He was so passionate about the Red Sox that two weeks ago when my family and I were in Baltimore to take my daughter to John Hopkins, I told Jeff that the Sox were in town and we were going to catch a ball game at Camden Yards.

In the middle of the sixth inning my cell phone rang and I can't see the number. I answer and the voice from the other end says, 'for God sakes man, put on a uniform and get in there and pitch. Save us from disaster.' Yes it was Jeff watching at home and getting antsy about Curt Shilling's pitching. He would have made a great Sox general manager.

Jeff was also about family. My colleagues and I would try to schedule events and speeches so that Jeff could be home at night. He wanted to be home with Nancy and the children. It didn't really matter what time the event ended, he was going home to Maine. This tells you a lot about the character of the man. Family, be it his personal or the SBA family, they were both important.

He talked to SBA employees about many things; but it always came back to family. He told us about Nancy, Jennifer, Jeffrey, Meghan, and Hannah. While many of the employees outside of Maine have not met you, we all knew you.

Jeff never missed an opportunity to tell us about you, what you were

doing and how proud he was of all of you. Through you he showed us love of family, and the greatness of people.

Jeff would find good in everyone. It was just his way. Finding good in someone didn't mean that he wouldn't disagree with you, or correct something you did, or point out an area that needed attention. He just did it with class and style and a very unique smile.

Jeff didn't have tolerance for stupid government rules, as he called them.

Early in 2002, Jeff, Al Hanson, my Rhode Island District Counsel, and I attended the grand opening of a business in Cranston. After the official ceremony, there was a reception. He turned to me and asked, 'You on a diet?' To which I responded no. Jeff, they are a prohibited source and we can't eat. Just then a waiter walked by with appetizers. He took two and turned to me and said, 'As I tell Mary McAleney in Maine, it's impolite not to eat.' I said, Jeff, it's a prohibited source. His response was, 'Tell the Inspector General that it was two pieces of chicken and the last name is Butland, B-U-T-L-A-N-D.'

Just two short months ago, Jeff and I went to Washington, D.C. to pay our final respects to our 40th President, Ronald Reagan. Jeff could have easily used his contacts to provide us with a pass which would have allowed us earlier access. But no. He said to me, 'we, like all other Americans, will wait our turn to pay our respects.' And we did for over five hours in the heat and humidity.

When we entered the rotunda you could see his pride as an American. Just as we were getting ready to leave, the Capitol Police officer turned to him and said, 'Sir, would you please stay for the changing of the guard.' How proud Jeff stood watching our military perform their duty.

To the SBA family who has gathered here today. We all know how much of a team player Jeff was. He said that he was privileged to have the greatest job; to work with dedicated, creative, and caring employees. He had tremendous respect for what you did and your determination to help small businesses around New England.

Joan, you were his right and his left arm, as he often said. You kept him flying straight.

He truly appreciated the friendship and leadership of his district directors and deputies. Bill Philips and Bob Sedgwick in New Hampshire, Ken Silvia and Darcy Carter in Vermont, Marie Record in Connecticut, Richard Tomeo in Rhode Island, and Mary McAleney in Maine, who traveled around this great state together to better conditions for the small businesses.

He also had an affinity for his colleagues in Washington. He said that change was not bad, but it was important to have competent, reliable people leading the charge. He respected and admired Deputy Administrator Melanie Sabelhaus, and Chief Counsel Tom Sullivan for their leadership. Both are here today to honor Jeff.

As all of you know, Jeff fought for family-owned businesses and he proposed an award to the Administrator to create a national, regional and local SBA Family-owned Small Business Award. The deputy administrator told me this morning that Administrator Barreto has approved the renaming of the award to the Jeff Butland Family-owned Small Business Award. This will allow us to continue to recognize Jeff's contributions to small business.

We who work for SBA all know about the SCORECARD, the system that ranks each district office in achievement of their goals. Every Monday morning, Jeff would see where we all stood. Well Jeff, in the SCORECARD of life, you are number one.

We all know that God does not guarantee any of us the next day, as we have all witnessed. And it is not

a matter of saying goodbye because we all will live on with what Jeff has given us. It is simply saying thank you. I was blessed to have known Jeff Butland, and have him as a boss, a mentor, but more importantly as a friend.

Before I conclude with a parable, I would like to read to you an e-mail I received from an SBA employee late Wednesday. It speaks for itself.

'I would like very much to share what Jeff did for me. I do not think many people knew how close I came not only to dying, but losing my home and all I have worked for all of my adult life.

'Jeff's silent commitment to collect donated leave was a tireless effort and he did this each and every time I was coming close to a no-pay status. Jeff took it on himself to get donations for me. I can not tell you what his death has done to me. I owed him so much and he asked for nothing from me. While I was unable to provide for my family, because of my end-stage liver disease, Jeff provided for the financial well being of my wife and son with his relentless search for donated leave.

'I not only owe him for all that he did for me, but I need to find a way to thank him and honor him for the humanitarian compassionate human being that he was.

'I would appreciate it if you would tell his wife and children that I am alive because of Jeff Butland; my family is together because of Jeff Butland; and of the many people who helped me stay alive until I got a transplant.

'Jeff stands at the top of the list of those who never forgot about what it is all about: compassion, dignity, and service to one's fellow man.

'Jeff, in my opinion, was a wonderful regional administrator, but he was a better human being, father, husband, and dedicated Red Sox fan. Thanks.

Bernie Sweeney, Connecticut District Office.

Parable of the Young Father.

The young father set his foot on the way of life. 'Is the way long?,' he asked. And his guide said, 'Yes and the way is hard, and you will be old before you reach the end of it. But the end will be better than the beginning.' But the young father was happy and he would not believe that anything could be better than these years. So he played with his children and bathed them in the clear streams and the sun shone on them and life was good. The young father cried, 'Nothing will ever be better than this.' Then the night came and the path was dark. And the children shook with fear and cold and the father drew them close and covered them and the children said, 'Oh father we are not afraid for you are near and no harm can come.' And the father said, 'This is better than the brightness of day for I have taught my children courage.'

And the father came and there was a hill ahead. And the children climbed and grew weary, but at all times he said to the children, 'a little patience and we are there.' So the children climbed and when they reached the top they said, 'We could not have done it without you father.'

And the days went on, and the weeks and the months and the years. And the father grew old and he was weakened and bent. But his children were tall and strong and walked with courage.

And the father said, 'I have reached the end of my journey and now I know that the end is better than the beginning. For my children can walk alone and their children after them.' And the children said, 'You will always walk with us father even when you have gone through the gates.'

And they stood and watched as he went on alone. And the gates closed after him and they said, 'We cannot see him but he is still with us. A father like ours is more than a memory, he is a living presence.'

Semper Fi, Jeff.

## Stephen D. Umberger Appointed Acting District Director



**Stephen D. Umberger**

Stephen D. Umberger has been appointed Acting District Director of the Rhode Island District Office.

He comes to Rhode Island

from the Agency's Office of Field Operations in Washington, D.C. His responsibilities included management and oversight of the quality service review function, SBA's national internal control and quality assurance program. He also was liaison between the central office program and support offices of Government Contracting, 8(a)/Business Development, General Counsel and Inspector General, and the Regional and District Offices in the field.

Umberger has 22 years of service with SBA. Prior to joining the headquarters staff in Washington, he worked in the Cleveland District Office where he held positions in loan underwriting, servicing, workout and liquidation. Prior to joining SBA he worked at the Internal Revenue Service in Cleveland.

Steve is a graduate of the Villanova University School of Commerce and Finance, where he earned a Bachelor of Science degree in Finance. He and his wife Kimberly and their two daughters, Brittany and Kristen, reside in Stevensville, Maryland.

## Women's networking event in September

The Center for Women & Enterprise (CWE) in partnership with the SBA will hold the first Women's Network for Entrepreneurial Training (WNET) event on Monday, September 20, from 5:00 to 7:00 p.m.

Participants will participate in a brief panel discussion about how successful businesswomen thrive in Rhode Island. Attendees will also have the opportunity to network with other women entrepreneurs.

The event will be held at The Big Fish Restaurant, 370 Richmond Street, Providence. Registration fee is \$15 prior to the event, and \$20 at the door. For more information contact CWE at (401) 277-0800 or visit the Web site at [www.cweonline.org](http://www.cweonline.org).

## Stephen Galvan appointed SBA Chief of Staff

SBA Administrator Hector V. Barreto has appointed Stephen D. Galvan as SBA chief of staff. Galvan, has also served as the SBA's chief information officer. He also holds the position of chief operating officer, and is expected to continue in that office in addition to his new duties.

As chief of staff, Galvan will oversee the SBA's day-to-day operations.

Galvan, who as chief operating officer, helped initiate the agency's internal "Execution Scorecard," is expected to take a strong leadership role in this and other similar initiatives to increase the SBA's internal monitoring of goals and accomplishments.

Before coming to SBA, Galvan served as E-Government portfolio manager for the Office of Management and Budget (OMB).



**Stephen D. Galvan**

Galvan holds a Master of Business Administration degree from the University of Chicago Graduate School of Business, a Bachelor of Science degree in mathematics from the University of Illinois, Chicago, and has done graduate work at the University of Illinois, Chicago in economics.

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# Rhode Isl and SBA Bank Rank

*FY04 7(a) Approved Loan Volume by SBA Lenders and Number of Loans 10/1/03 to 7/31/04*

1. Citizens Bank of Rhode Island	651	\$25,309,294
2. BankRI	58	\$10,855,800
3. The Washington Trust Co.	57	\$11,351,350
4. Coastway Credit Union	43	\$8,020,000
5. Sovereign Bank New England	37	\$3,820,500
6. Fleet Bank	34	\$3,271,600
7. First Federal Savings Bank	33	\$5,212,500
8. Capital One F.S.B.	11	\$375,000
9. Freedom National Bank	10	\$1,592,500
10. Independence Bank	8	\$3,905,000
11. Home Loan and Investment Bank	6	\$555,000
12. CIT Small Business Lending	3	\$2,446,000
13. Greenwood Credit Union	3	\$335,000
14. Minority Investment Development Corp.	3	\$296,000
15. UPS Capital Business Credit	2	\$490,000
16. Bank North, N.A.	1	\$555,000
17. Pitney-Bowes Small Business Lending	1	\$528,728
18. Business Loan Center	1	\$325,000
19. First Trade Union Bank	1	\$300,000
20. Bank of Fall River	1	\$225,000
21. Domestic Bank	1	\$123,000
22. Stearns Bank, N.A.	1	\$120,000
23. Fall River Five Cent Savings Bank	1	\$100,000
24. Innovative Bank	1	\$5,000
25. BankNewport	0	
26. Bristol County Savings Bank	0	
27. Business Dev. Co. of Rhode Island	0	
28. Business Lenders LLC	0	
29. Centreville Savings Bank	0	
30. Coventry Credit Union	0	
31. Danvers Savings Bank	0	
32. G.E. Capital Small Business Finance Corp.	0	
33. NewportFed	0	
34. Slade's Ferry Bancorp	0	
<b>Sub-Total:</b>	<b>968</b>	<b>\$80,117,272</b>

## Ocean State Business Development Authority

*Ocean State Business Development Authority is a Certified Development Company licensed by SBA. The following lenders approved first mortgage financing on economic development projects, thereby facilitating the 504 loans listed below through 7/31/04.*

Lender	Number Loans	SBA Debenture	Total Project
UPS Capital Business Credit	3	\$861,000	\$2,071,000
Washington Trust Company	2	\$1,945,000	\$6,030,000
Bristol County Savings Bank	2	\$666,000	\$1,605,000
Coastway Credit Union	1	\$542,000	\$1,500,000
Fleet Bank	1	\$1,216,000	\$5,200,000
Sovereign Bank	1	\$527,000	\$1,275,000
Citizens Bank	1	\$373,000	\$918,700
BCP Bank	1	\$290,000	\$700,000
Bank RI	1	\$99,000	\$270,000
<b>Total 504 Loans</b>	<b>13</b>	<b>\$6,519,000</b>	<b>\$19,569,700</b>

**Total Loans 981 \$86,636,272**

U.S. Small Business Administration



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***SBA Communicator***

*News from the Rhode Island District Office*

**August 2004**

**Acting District Director**

Stephen D. Umberger

**Editor**

Normand T. Deragon

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[www.sba.gov/ri](http://www.sba.gov/ri)



**Jeffrey H. Butland  
1950-2004**

*“Jeff’s dedication to New England and to the American ideal of entrepreneurship was unmatched. To him, working for America’s small business owners wasn’t just a job: it was a cause.”*

Hector V. Barreto  
SBA Administrator